



## Warranty Policy

### Grid-Tied Solar Inverter

2.2kW / 3.3kW / 4.0kW / 5.0kW / 6.0kW



Zenergize Power Tech Pvt. Ltd.

## 1. Application & Warranty Coverage

Zenergize warrants that the Solar Inverter, under normal operating conditions, shall be free from defects in:

- Materials
- Workmanship
- Design
- Manufacturing

This warranty shall be valid for **8 years from the date of installation and is extendable up to 2 years.**

The warranty is non-transferable and applies only to the original purchaser, unless otherwise approved in writing by Zenergize.

## 2. Installation & Commissioning Requirement

This warranty shall be valid only if:

- The charger installation is carried out by authorized personnel.
- Installation and commissioning records are properly maintained.

Failure to comply with these requirements may result in the warranty being void.

## 3. Operating Conditions

For the warranty to remain valid, the end user must ensure that the charger is operated within the following conditions:

Parameter	Required Condition
Input Voltage Range	50 – 420 V
Input Current	$\leq 20$ A continuous
Operating Temperature	$-25^{\circ}\text{C}$ to $55^{\circ}\text{C}$
Nominal Output Voltage Range	$240\text{ V}_{\text{ac}}$ (192–264 V)

Deviation from these conditions may lead to warranty exclusion.

## 4. Eligibility to Claim Warranty

Warranty claims may be made only by:

- The original purchaser, or
- A party to whom ownership has been formally transferred and documented.

All warranty claims shall be subject to verification by Zenergize based on:

- Installation records
- Commissioning date
- Product identification details

## 5. Warranty Claim Procedure

In the event of:

- A fault indication
- Warning message
- Performance degradation

The user shall contact **+91-81309 03260** and provide the following details:

- Product serial number
- Installation location
- Description of the issue
- Date of occurrence

Upon validation, Zenergize shall determine whether the issue is covered under warranty.

## 6. Warranty Obligations

During the warranty period, Zenergize shall, at its sole discretion:

- Repair the defective component, or
- Replace the defective component.

The repair or replacement shall be carried out:

- At the original installation location, or
- At a location determined by Zenergize.

Zenergize reserves the right to use:

- New parts, or
- Refurbished parts of equivalent functionality.

### Replacement & Post-Warranty Terms

- Replacement parts shall be covered only for the remaining warranty period of the original product.
- Replacement does not extend or renew the original warranty term.
- Any replaced or defective part shall become the property of Zenergize.
- No scrap value or rebate shall be applicable.

For out-of-warranty repairs, component warranty (if any) shall be valid for **6 months from the date of replacement**.

## Warranty Exclusions

The warranty shall not apply to defects or damages caused by:

- Improper use, misuse, negligence, or abuse
- Physical damage due to accidents, impact, or vandalism
- Cosmetic damage including scratches, dents, or discoloration
- Improper storage, handling, or transportation after delivery
- Unauthorized modification, repair, or disassembly
- Use of non-approved accessories, software, or interfacing equipment
- Electrical surges, lightning, flooding, fire, or natural calamities
- Force majeure events beyond reasonable control

Consumable or externally handled components including but not limited to:

- Charging cables
- Connectors
- Protective devices

are excluded unless proven to have manufacturing defects.

## 7. Limitation of Liability

Under no circumstances shall Zenergize be liable for:

- Indirect, incidental, or consequential damages
- Loss of revenue, profit, or business
- Loss of data or goodwill
- Damage to third-party equipment

## 8. Identification & Usage Conditions

This warranty shall be void if:

- Product serial numbers or identification labels are removed or altered
- The charger is used for purposes other than its intended application
- Installation or commissioning is performed by unauthorized personnel

## 9. Governing Law & Jurisdiction

This warranty shall be governed by and construed in accordance with the laws of India. Any disputes arising out of or in connection with this warranty shall be subject to the exclusive jurisdiction of courts within India.

This document constitutes the entire warranty agreement and supersedes all prior communications or representations unless expressly agreed in writing by Zenergize.